

Program Title:	Rural Health Care Pilot Program
FCC Docket Number:	WC Docket No. 02-60
Applicant Organization:	Pathways Community Behavioral Healthcare, Inc. 1800 Community Drive Clinton, Missouri 64735
Applicant Contact Person:	Mr. Mel Fetter, President / CEO 660.890.8054 (Phone) Melf@pbhc.org
Authorized Signature:	<hr/> Mel Fetter, President / CEO
Total Network Cost:	\$270,000.00
Funding Amount Requested:	\$229,500.00 (85% of Estimated Network Cost)

Application Information

Organizational History

Pathways Community Behavioral Healthcare, Inc. is a 501(c)(3), not-for-profit Community Mental Health Center established in 1974 to provide mental health and substance abuse services on a non-discriminatory basis. Pathways employs over 800 staff members including psychiatrists, advance practice nurses, psychologists, social workers, professional counselors, substance abuse counselors, case managers, and support personnel in over 34 office locations throughout central, west central and east central Missouri. Our mission to provide appropriate access to mental health care in this large rural area of Missouri is made possible by our outstanding, dedicated professional staff. As one of the Administrative Agents for the Missouri Department of Mental Health, Pathways provides targeted services to children who are severely emotionally disturbed, adults with serious mental illness, and individuals in need of substance abuse treatment. These targeted services are designed to facilitate intensive community supports for these individuals and are available for Medicaid-enrolled and indigent populations alike. Pathways also provides psychiatric evaluation and medication monitoring, individual, family and group counseling services to persons identified as eligible for the above targeted services, as well as persons falling outside the targeted definitions. These services are offered to individuals across the age spectrum. Pathways is accredited by CARF and licensed by the Missouri Department of Mental Health for provision of mental health and substance abuse treatment.

Legal and Financial Responsibility

Pathways Community Behavioral Healthcare, Inc. will be the organization that will be legally and financially responsible for the conduct of activities supported by funding from the Rural Health Care Project.

Goals and Objectives

The goals and objectives of the project are two-fold. The recruitment and retention of qualified, professional staff in rural areas is daunting due to lower reimbursement levels and the scarcity of qualified professionals, and the cost of having these physicians travel to remote office locations also creates a headache due to the cost and loss of productivity that physicians have. Many times physicians travel up to an hour and a half to reach their destination, thus in some cases resulting in a loss of three clinical hours that could have been used for patient care. Therefore, the first goal of establishing a dedicated network would be to reduce organizational costs of trying to recruit physicians to relocate to rural areas and the expense of their travel. A second goal of the dedicated network would be extended outreach to our current population served. With the proper technology in place to provide tele-medicine, and in our case, tele-psychiatry, our physicians and services could extend far beyond the reaches of our current brick-and-mortar office buildings. This results in more clinical contact hours as the physicians will be spending more time providing services versus having drive time interfere with service provision.

Once the dedicated network is fully functional, it is the goal of Pathways to include additional healthcare organizations to become partners in the network to further the

outreach and impact of the network while ensuring sustainability of the network by adding contributing partners to help in leveraging the cost of the network. An additional result of allowing the network and collaborating partners to expand is making access to mental health services available to all citizens who reside in the State of Missouri.

Network Cost

The Chief Technology Officer for Pathways has estimated the monthly cost of providing a dedicated network for tele-medicine to be \$22,500.00 per month, with a yearly total of \$270,000.00. These estimates are based on the connection of fifteen office locations with an estimated monthly cost of \$1,500.00 for services between the office location and corporate headquarters. Estimates are additionally based on connection of a fractional to a full T1 connection. As stated in the Request For Proposal, once applications are selected for funding, the competitive bidding process will begin for the best, most cost effective services in our area, so prices quoted will most likely fluctuate upon bidding process. Pathways is requesting 85% reimbursement of the total network cost, which equals \$229,500.00 in requested funds from the Pilot Program.

For-Profit Network Participants

As stated earlier, at the current time Pathways does not have any for-profit partners participating in this dedicated network for tele-medicine services.

Financial Support

Support of the dedicated network will come from current company operations, funding from the Pilot Program, as well as funding from philanthropic sources and generated revenue from services being provided through the new network.

Healthcare Facilities

All office locations are Pathways Community Behavioral Healthcare Inc. facilities.

1. Pathways CBH Inc.
205 E Dakota
Butler, MO 64730
660.679.4636
2. Pathways CBH Inc.
741 N State Hwy 5
P.O. Box 1560
Camdenton, MO 65020
573.317.9100
3. Pathways CBH Inc.
Corporate Office
1800 Community Drive
Clinton, MO 64735
660.885-8131

4. Pathways CBH Inc.
601 Bus. Loop 70 West, Suite 152
Columbia, MO 65203
573.449.4770
5. Pathways CBH Inc.
1019 Westside Drive
Cuba, MO 65453
573.885.1607
6. Pathways CBH Inc.
105 E. North Street, Suite 1
Eldon, MO 65026
573.392.1828
7. Pathways CBH Inc.
301 N. Washington, Suite 1
Farmington, MO 63640
573.756.6101
8. Pathways CBH Inc.
300 Galaxie Avenue
Harrisonville, MO 64701
816.380.5167
9. Pathways CBH Inc.
1905 Stadium Boulevard
P.O. Box 104146
Jefferson City, MO 65110
573.634.3000
10. Pathways CBH Inc.
615 Cherokee Drive, Suite 1
Marshall, MO 65340
660.831.0908
11. Pathways CBH Inc.
301 N. Second Street, Suite C
Odessa, MO 64076
816.633.5921
12. Pathways CBH Inc.
Oakbrook Plaza
704 E. Hwy 28
Owensville, MO 65066
573.437.2959

13. Pathways CBH Inc.
407 Laurus Drive
Raymore, MO 64083
816.318.4430

14. Pathways CBH Inc.
913 S. Pershing Avenue
Salem, MO 65560
573.729.6222

15. Pathways CBH Inc.
704 W. Historic Route 66, Ste 106
Waynesville, MO 65583
573.774.3121

Previous Experience

Pathways does have experience in operating networks that are capable of providing tele-medicine services. Although no services are currently being provided at this time, the current network does have some capacity to allow tele-medicine, however, due to bandwidth issues, and other organizational operations that occur over the network, tele-medicine is not as feasible as we would like it to be. That is why we are currently searching for funding to help in the development of a network solely dedicated to the provision of tele-medicine services. Because Information Technology staff are already trained and acclimated to the design and functionality of this current network, the addition of a second network would feasibly be managed by current tech staff.

Management Plan

The dedicated network will be managed by Chief Technology Officer, Mr. Richard Colvert, and his Information Technology staff. Once approved for funding, Pathways will engage in the competitive bidding process with vendors to provide services for connection of outlying offices to both Pathways headquarters in Clinton, Missouri. As with current connections with outlying offices, for this specific project Pathways will be requesting fractional to full T1 connections for the network between the rural office locations and corporate headquarters. In coordination with the Pilot Program, Pathways will choose the most cost-effective vendors to provide the needed services to connect all of the rural clinic sites to the tele-medicine network. As with our current network, which is monitored and updated constantly, this newly dedicated network will also be monitored continuously to ensure optimal performance for the provision of service to occur over the network. Once all vendors have been selected, Pathways will then enter into contracts with each vendor, and schedule appropriate times to start deployment. Based on current network costs, Pathways has estimated the cost of the network to be \$270,000.00 per year, and is requesting the full 85% reimbursement of network cost. As stated earlier, the network design will be the same as what is currently in place for Pathways right now and all Information Technology staff are competent and trained in the necessary skills to implement the new network into our current system. During the initial phases of network

installation and deployment, Richard Colvert will update the Pilot Program personnel on the status of the network.

Sustainability

Because Pathways wants the resources of the Pilot Program and our organization to be fully maximized, sustainability of the network is a critical part of the program. We have devised numerous mechanisms we feel will help sustain the project. Pathways has worked diligently with local and national foundations to acquire funding for technology needs, and will continue to work on acquiring funding from other philanthropic sources to help fund the much needed network capabilities to support mental health/substance abuse services in rural parts of the State of Missouri. This results in sustainability of our project and future service within the counties that we serve. It not only allows for the expansion of services in these areas, but more importantly, the people that truly need treatment get the treatment they need and deserve. While these are only preliminary mechanisms to help with the sustainability of the project, we will be actively looking for additional ways to sustain the project as it progresses, and will periodically update the Pilot Program staff on our progress of furthering the goals and objectives of the Pilot Program in relation to mental health and substance abuse.